SWS - Forms in the Report Menu - System Reports - Activity Reports - Alarm Cause Summary

Last Modified on 07/30/2024 10:59 am EDT

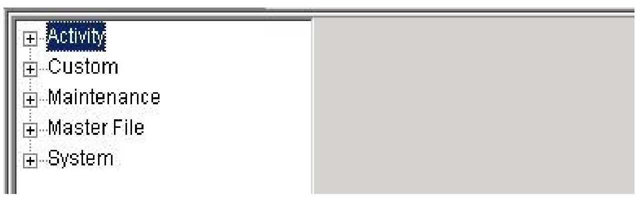
The Alarm Cause Summary Report details the causes of alarms generated during a designated time period. Specifically, the Alarm Cause Summary Report displays the Event Categories, Resolution Codes, and the number of genuine and false alarms generated.

Generating an Alarm Cause Summary Report

Perform the following steps to generate an Alarm Cause Summary Report:

1. Navigate to the Reports menu and select "System Reports".

   Result: The "System Reports" Navigation Tree displays as shown in the following screenshot:

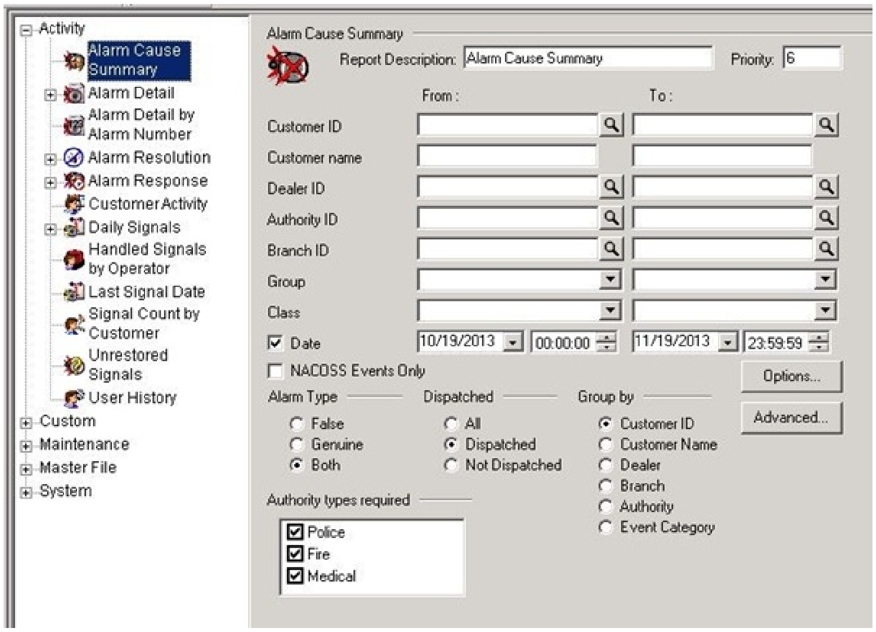
2. Click the "Activity" Navigation Tree Node.

   Result: The Activity section of the Navigation Tree expands as displayed in the following screenshot:

3. Double-click the "Alarm Cause Summary" Navigation Tree Node.

Result: The "Alarm Cause Summary" Report form displays as shown in the following screenshot:



4. If you want, apply any of the following parameters to your Alarm Cause Summary Report:

- Customer ID
- Customer Name
- Dealer ID
- Authority ID
- Branch ID
- Group
- Class

5. To run an Alarm Cause Summary Report, select a beginning value from the "From:" field and an ending value from the "To:" field. The system will report on all items in the selected category that fit between the beginning and ending value.
6. If you want, select options in the "Group by" area of the screen to group your Report results by the following categories:

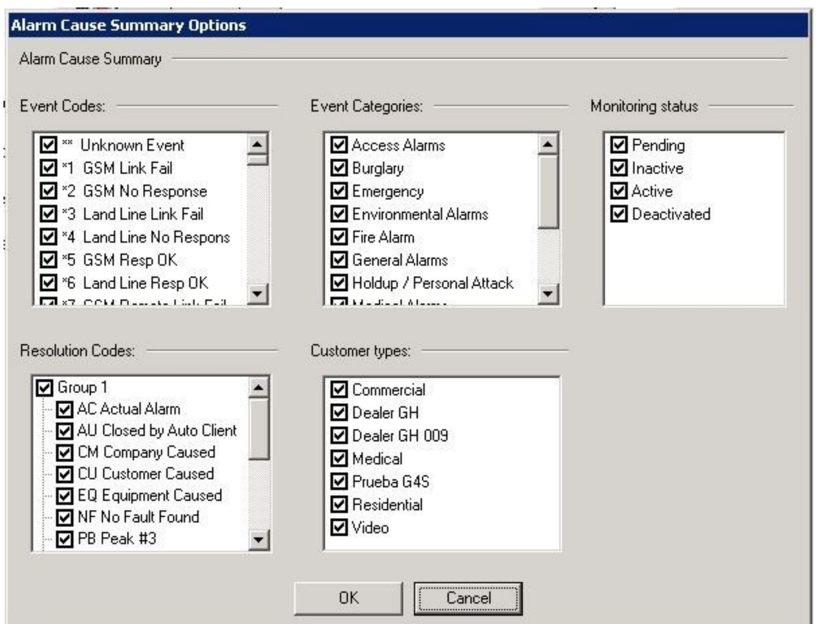
- Customer ID
- Customer Name
- Dealer
- Branch
- Authority
- Event Category

Note: If you select "Event Category" for example, all of the Burglary Alarms will display together on the Alarm

Cause Summary Report.

7. If you want to define the Alarm Types that will display on your Report, select "False", "Genuine", or "Both" from the "Alarm Type" area of the form.
8. If you want to define a Dispatch status for alarms that will display on your Report, select "Dispatched", "Not Dispatched", or "All" from the "Dispatched" area of the form.
9. If you want to define which Authority Types were required for the alarms on your Report, select "Police", "Fire", or "Medical" from the "Authority types required" area of the form.
10. If you want the Alarm Summary Report you generate to display only NACOSS Events, select the "NACOSS Events Only" checkbox.
11. Click "Options".

Result: The "Alarm Cause Summary Options" window displays as shown in the following screenshot:

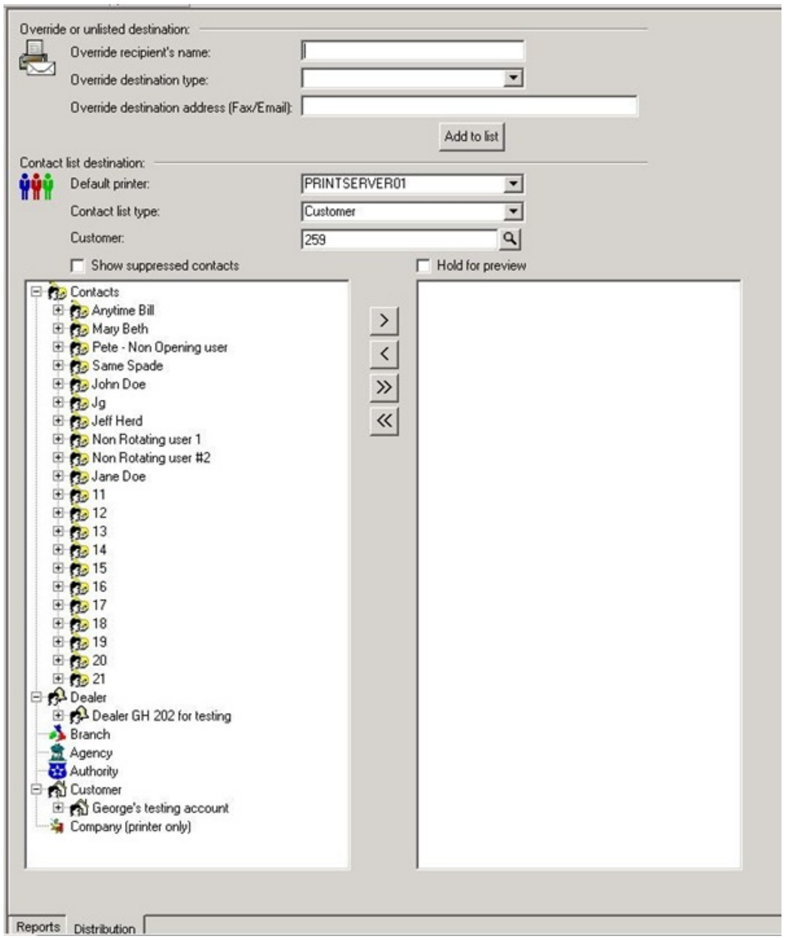


12. All items on the "Alarm Cause Summary Options" window display as preselected. Deselect the Event Codes, Resolution Codes, Event Categories, Customer Types, and Monitoring Statuses that you want to exclude from your Alarm Cause Summary Report and click "OK".

Result: The Alarm Cause Summary Options window closes, and the system returns you to the Alarm Cause Summary form.

13. Once you have entered all the parameters for your Report, click "Next".

Result: The Distribution Tab displays as shown in the following screenshot:



14. For instructions on distributing your Report, refer to the "System Reports" document.

The Advanced Button

Some Report forms include an Advanced Settings button. Clicking this button results in the display of an Advanced Settings window. Use the "Customer user defined fields" form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.

For instructions on how to access and use the form, refer to the "System Reports" document.